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TouchTunes
An OCTAVE GROUP Company

TouchTunes Wireless Broadband Velocity Installation Guide

About This Guide

This setup guide is intended for TouchTunes Digital Jukebox Operators, as well as TouchTunes field service, customer support, and sales personnel.

Topics

- What is TouchTunes Wireless Broadband?
- TouchTunes Wireless Broadband Hardware Kit Contents
- Setting up TouchTunes Wireless Broadband
- Troubleshooting
- Contacting Technical Support

NOTE	Make sure your jukebox has the latest software version installed before proceeding with the installation of the Wireless Broadband connection. If the jukebox is not currently connected to a broadband connection, you can update its software by taking out the hard drive and placing it in another jukebox that does have a broadband connection, performing the software update, and then putting the hard drive back in its original jukebox. The minimum required software version is OpenStage 2.20.3-4.

What is TouchTunes Wireless Broadband?

Wireless Broadband enables TouchTunes operators to connect their jukeboxes to the Internet using a high-speed wireless connection. All OpenStage jukeboxes require a high-speed Internet connection.

TouchTunes Wireless Broadband Hardware Kit Contents

The TouchTunes Wireless Broadband Velocity hardware kit (600309-001) contains the following components (note that the SIM card will already be installed in the modem and is shown outside of it for illustrative purposes only).

Figure 1 TouchTunes Wireless Broadband AT&T Velocity Hardware Kit

Item Description	Quantity	Part No.
Nano Sim Card, 4G LTE, Velocity	1	700804-001
Modem, 4G LTE AT&T Velocity	1	700787-002
Per, 4G LTE Blade Antenna, Pano, W18" Cable TouchTunes Wireless	1	700739-002
USB Cable Extension, 6"	1	300398-006
Broadband AT&T Velocity Installation Guide (this document)	1	901118-001

Setting up TouchTunes Wireless Broadband

Setting up your Wireless Internet connection consists of two steps:

- Step 1 - Verifying the SIM card is pre-installed in the USB Modem
- Step 2 - Installing and Configuring the Wireless USB Modem

Step 1 - Verifying the SIM card is pre-installed in the USB Modem

1. Open the USB modem by removing the cover as shown in the following figure.

Figure 2 Opening the USB modem

2. The SIM slot already contains the SIM card, which was removed from the larger card included with the kit.

Figure 3 Verifying the SIM card is pre-installed

3. There is a serial number printed on the small SIM that also appears below a bar code on the larger card. Copy this serial number somewhere you can easily find it again in the future. You may need it when calling technical support about this jukebox's wireless broadband connection. You can also keep the bigger card for the same purpose.
4. Connect the antenna to the other end of the antenna cable by pushing the smaller connector into the big one, carefully aligning the central pin from the big connector so it goes into the small hole on the small connector.

Once the connectors are pushed in together as far as they can go, fasten the two together using the screw part on the smaller connector.

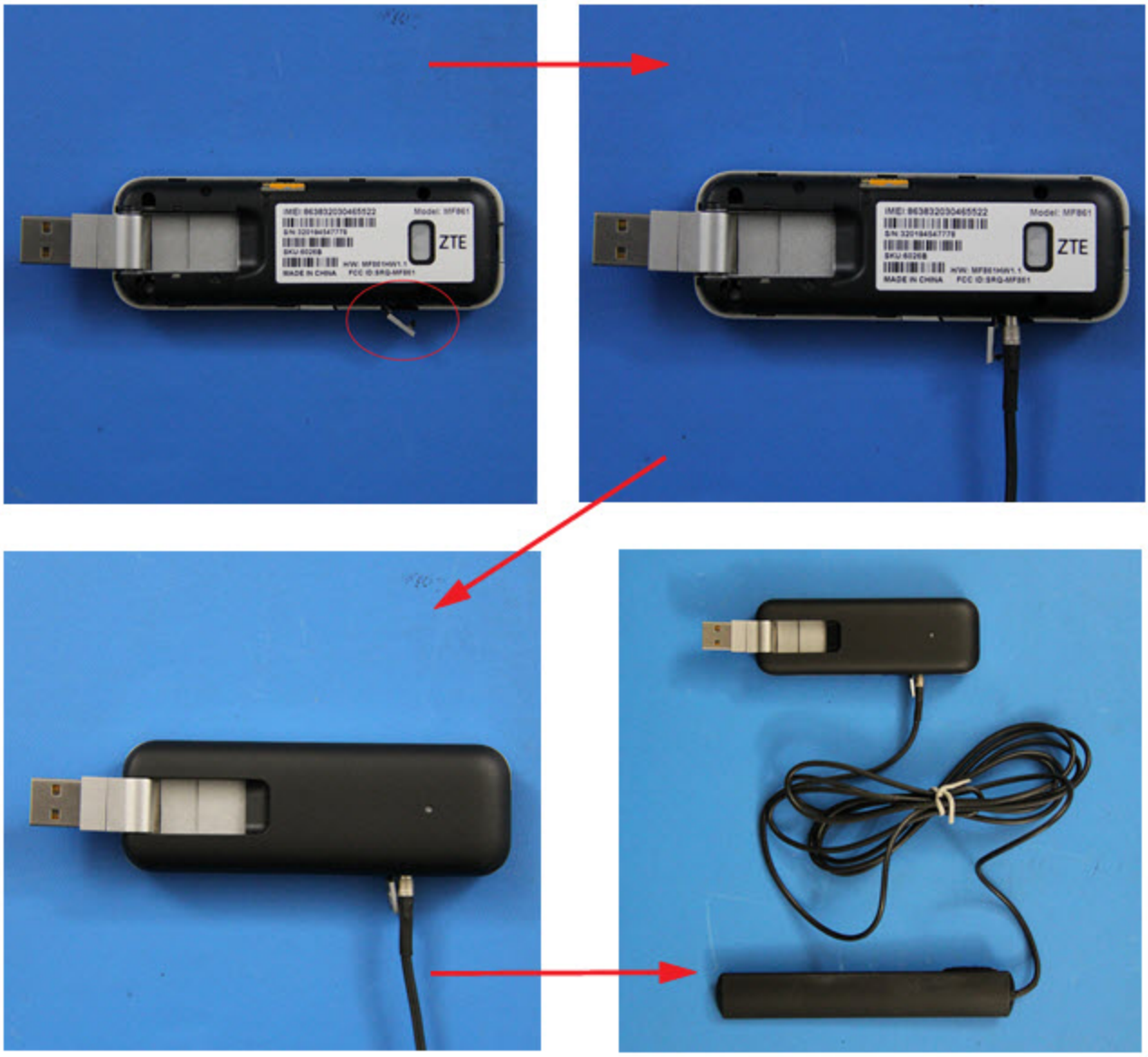


Figure 4 Connecting the antenna cable

5. For best operation, position the antenna outside of the jukebox.

Step 2 - Installing and Configuring the Wireless USB Modem

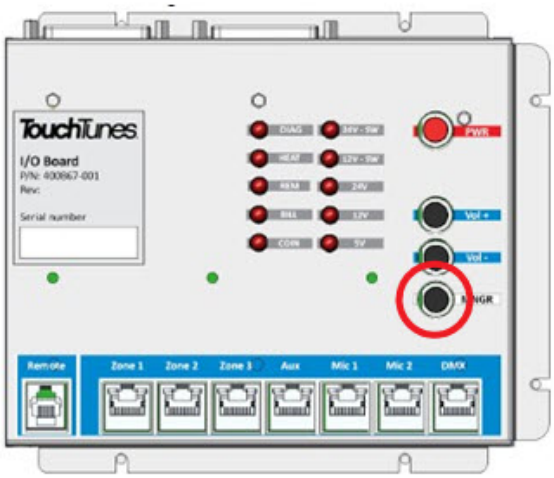
To install and configure your wireless modem:

1. Remove any existing telephone line connections or previous USB wireless modems from the jukebox computer.

2. Press your jukebox's Manager (MNGR) button to enter Manager mode. The Manager button is located on the I/O Board on Virtuo, Angelina, and Fusion jukeboxes. The button is located on the backplane for Playdium jukeboxes.

Angelina/Fusion

Virtuo



Playdium

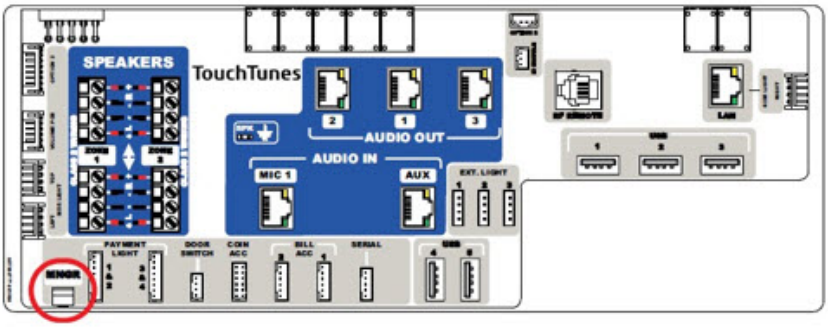


Figure 5 Pressing the Manager button on the jukebox

3. At the Operator menu, press **DIAGNOSTIC**.

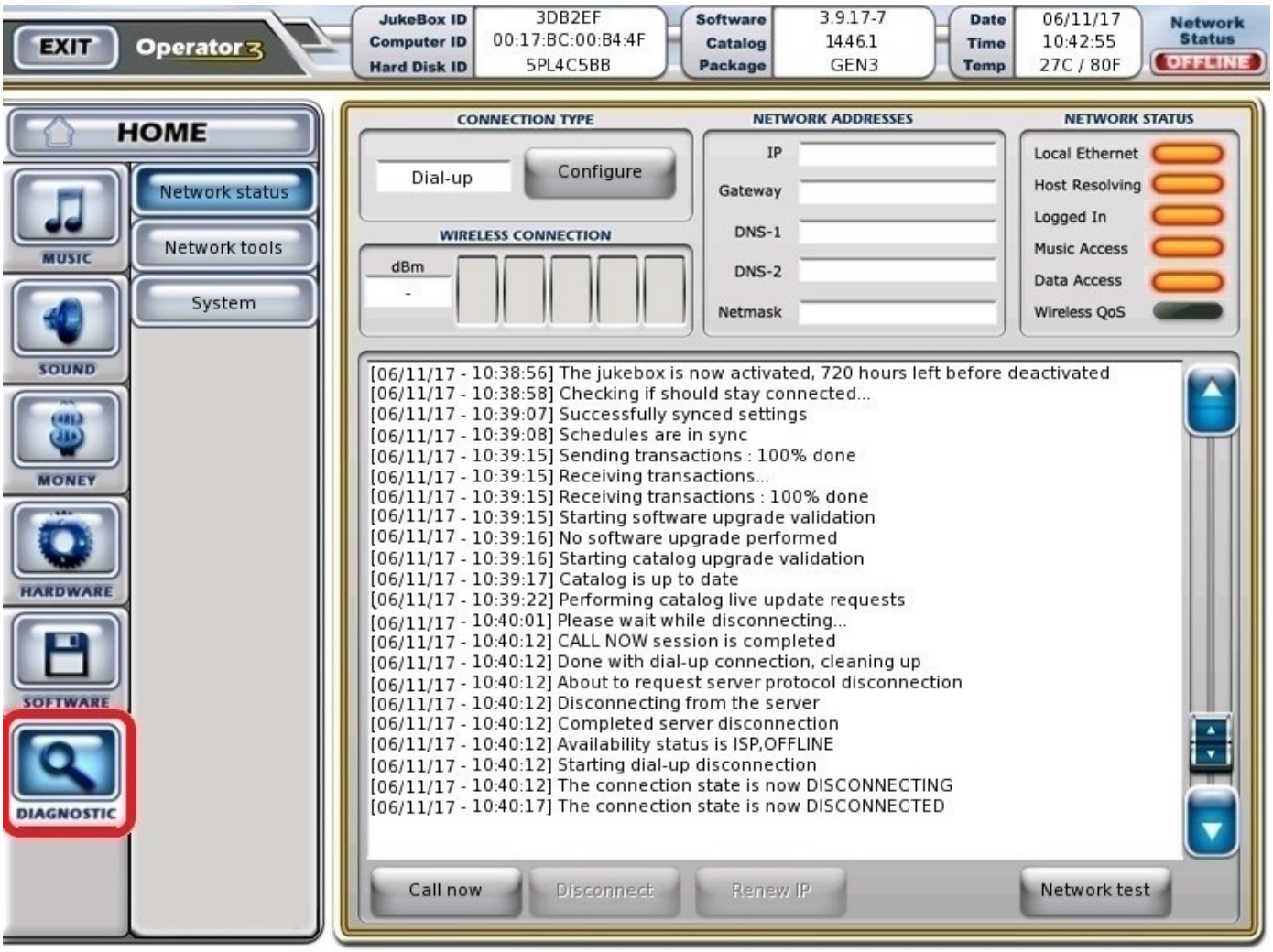


Figure 6 Selecting Diagnostic

4. Under CONNECTION TYPE, press the **Configure** button.

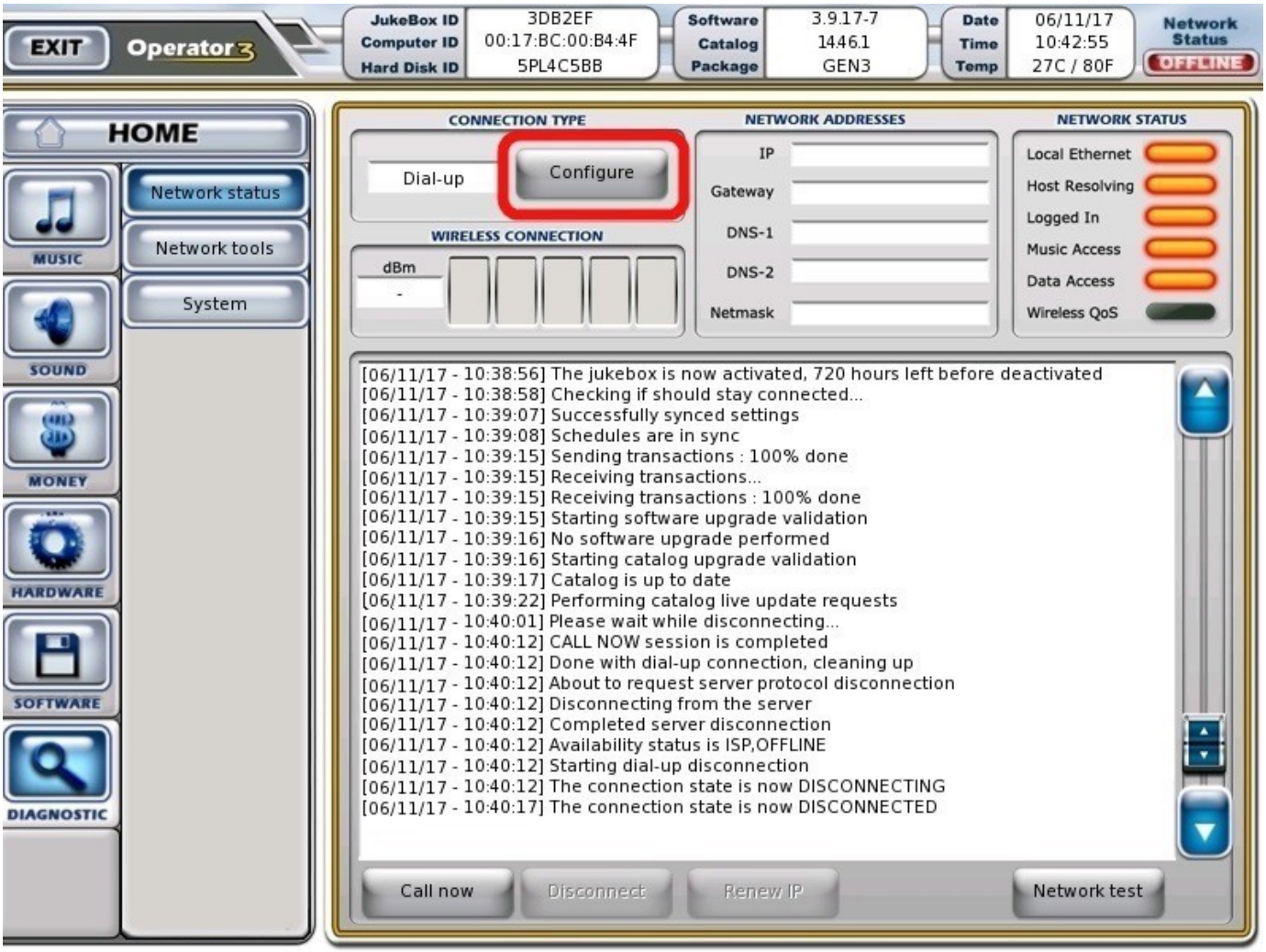


Figure 7 Selecting Configure

5. Under CONNECT WITH, press **Broadband**, and then under the HOST CONFIGURATION area, press **Wireless**.

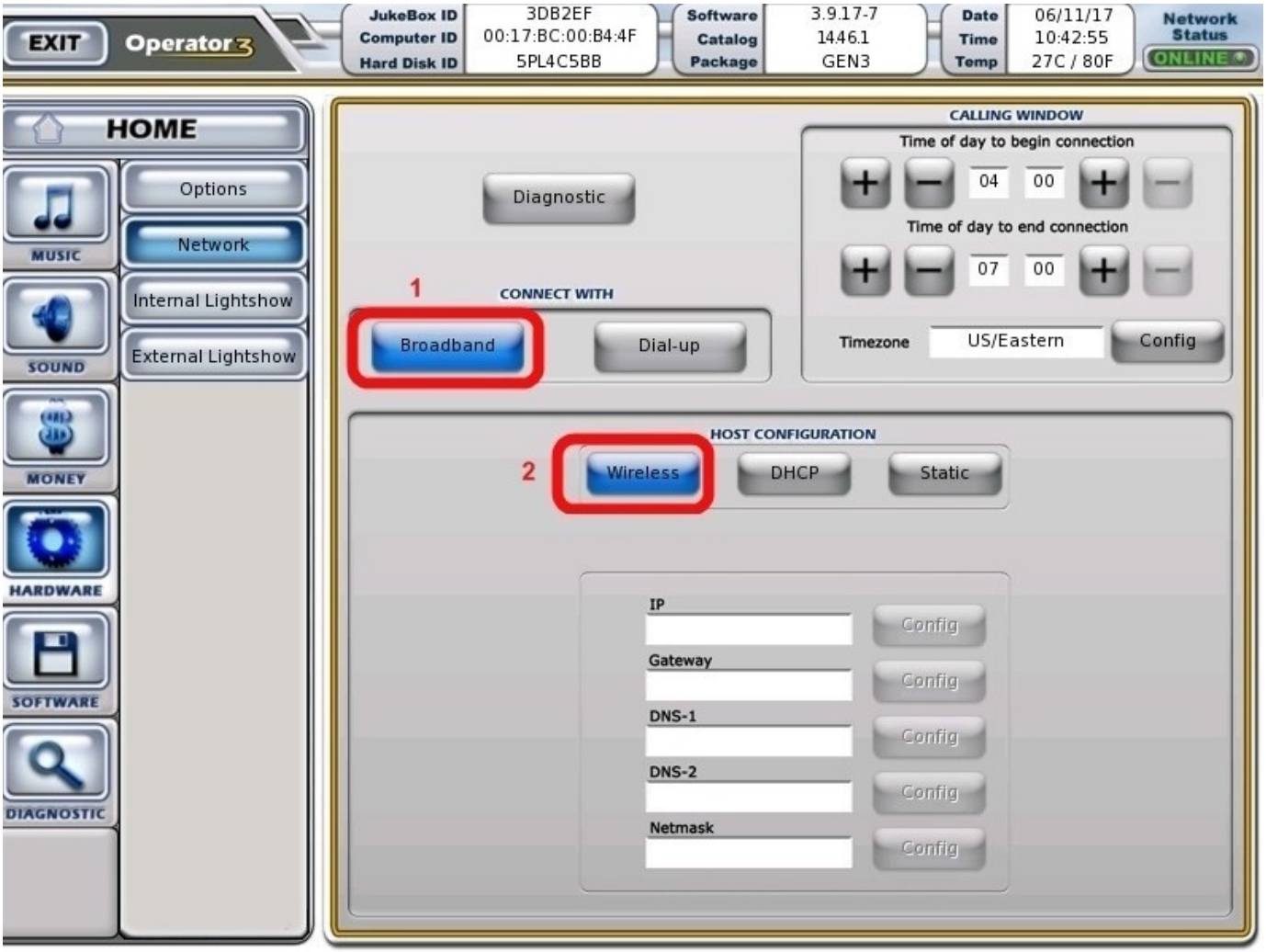


Figure 8 Selecting Broadband, then Wireless

6. Return to the Diagnostic - Network Status screen by pressing the **Diagnostic** button.

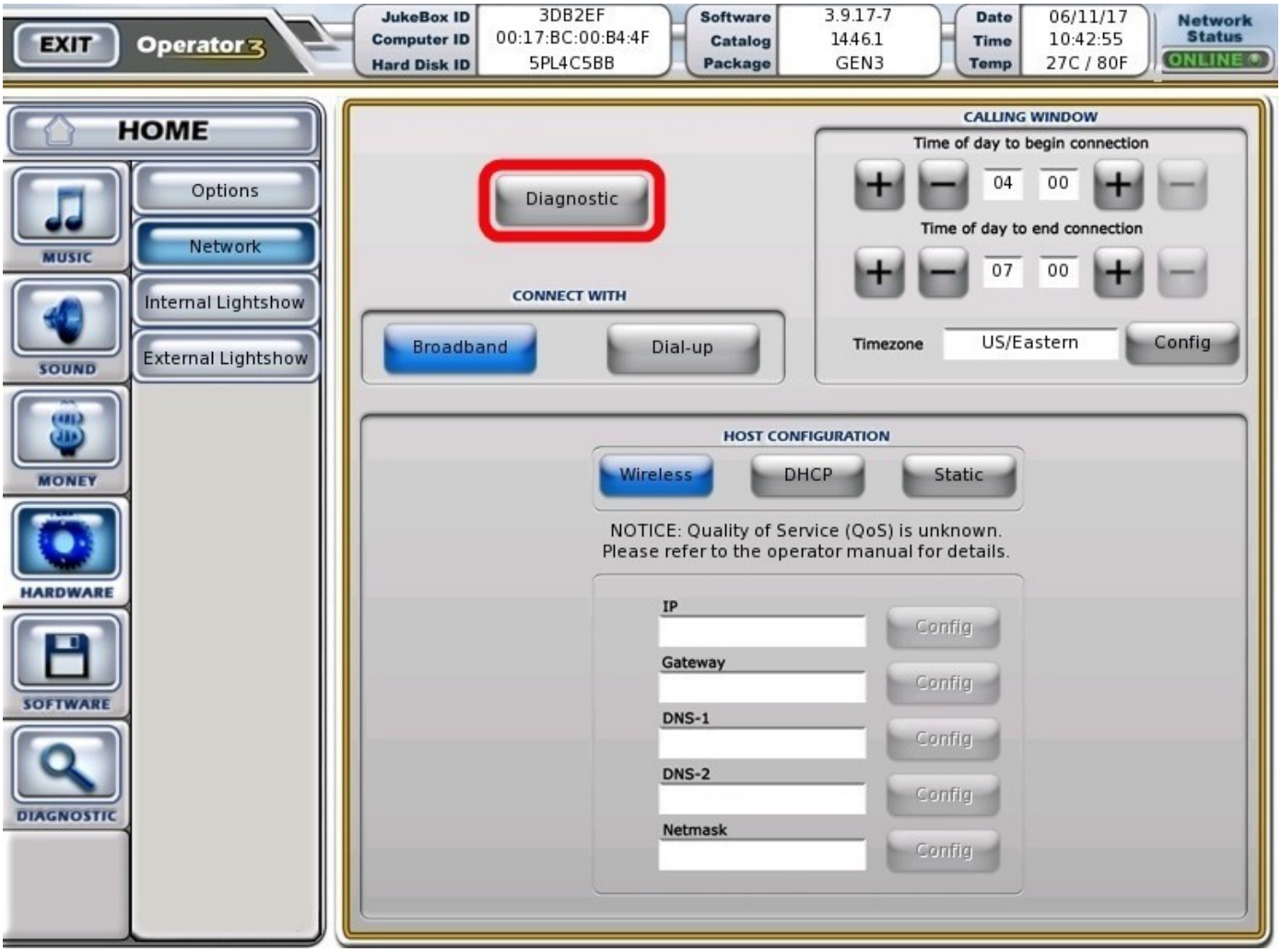


Figure 9 Returning to the Diagnostic - Network Status screen

7. Flip open the USB plug on the wireless modem and insert it into your jukebox's appropriate USB port. For Angelina/Fusion computers, you can plug the modem into any free USB port. For Playdium and Virtuo, you must use a specific port. See Figure 11 for which ports to use. Also, for Playdium, Angelina and Fusion jukeboxes, the included USB extension cable is required to prevent damage to the modem.

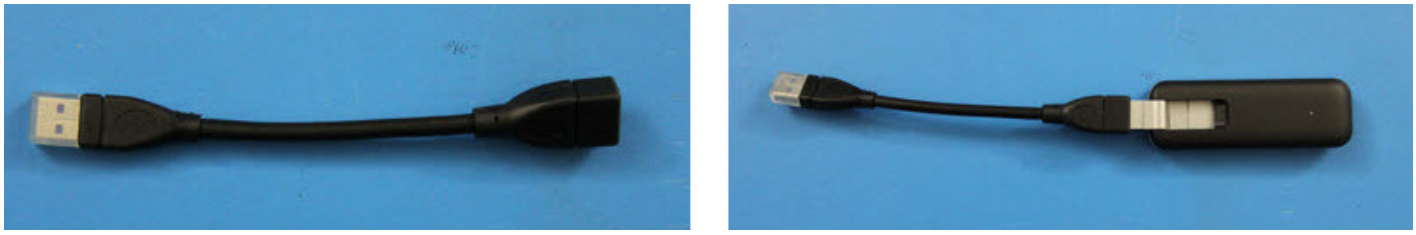


Figure 10 Flip the USB connector and plugging into a Virtuo directly, or into a Playdium using a USB cable extension

NOTE	On Virtuo (I & II) and Playdium jukeboxes, you must plug the modem into a specific port as follows.

If your Virtuo computer has a group of 6 USB sockets on its right-side panel, then plug your wireless modem into USB port 3.

If your Virtuo computer has a group of 4 USB sockets on its right-side panel, then plug your wireless modem into USB port 8 (labeled MODEM).

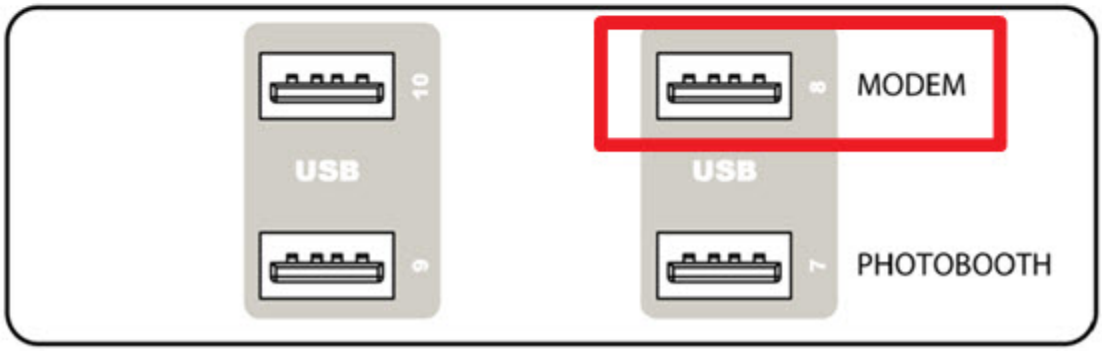


Figure 11 Plugging the wireless modem into the correct Virtuo USB port

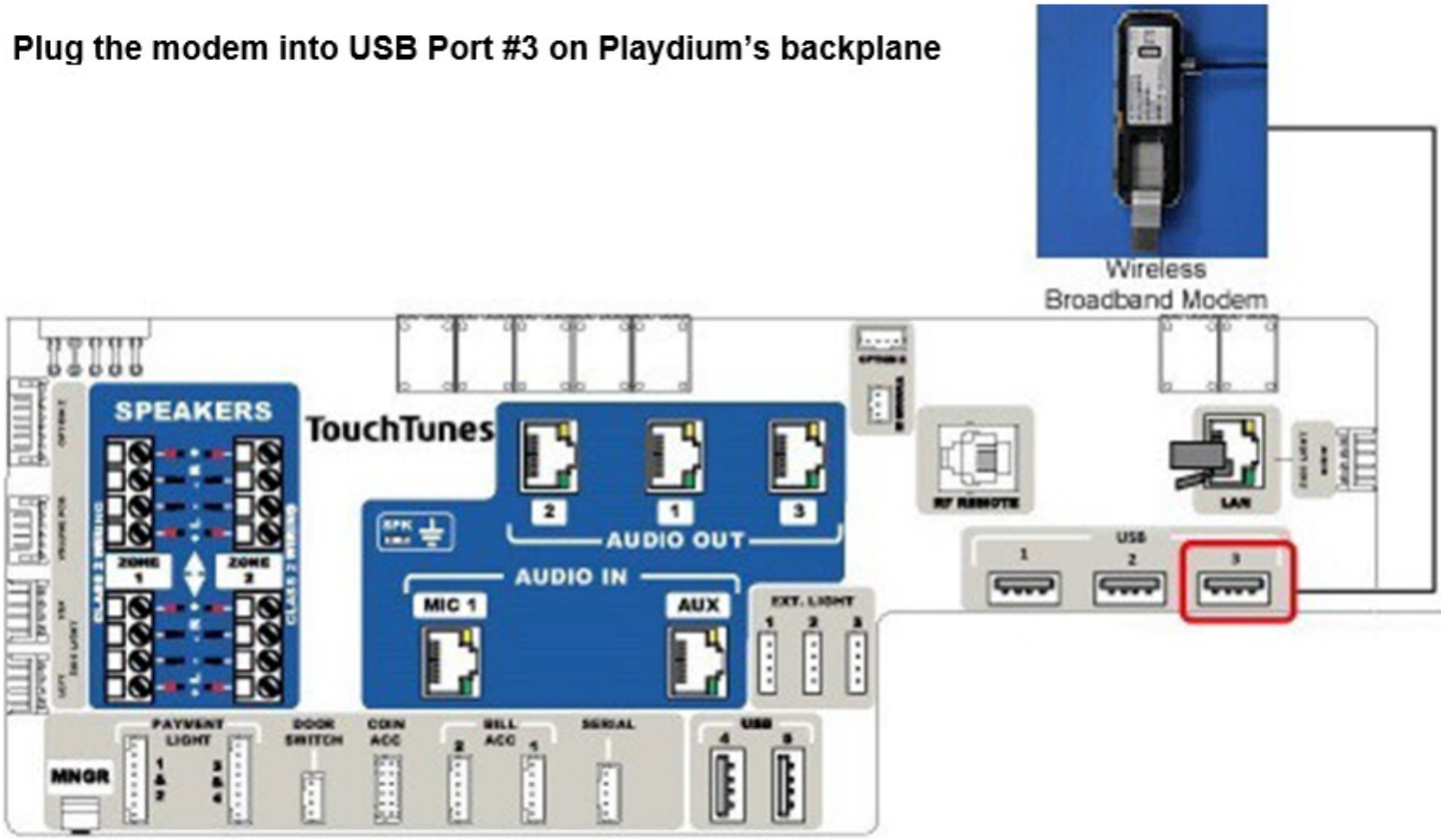


Figure 12 Plugging the wireless modem into the correct Playdium USB port

NOTE	For Playdium, we suggest using a USB cable extension.

Within a few moments, the modem will be detected by the jukebox and the wireless network. You should see green bars and a dBm value under the WIRELESS CONNECTION area. Additionally, the network status LED for Wireless QoS should read either “4G LTE” (if your device is located in an area where this connection type is supported), or appear as solid green if your jukebox is in an area that supports 3G connections.

NOTE	If this LED is red or black, proceed to the Troubleshooting section, then return to this procedure and continue with steps 8, 9, and 10.

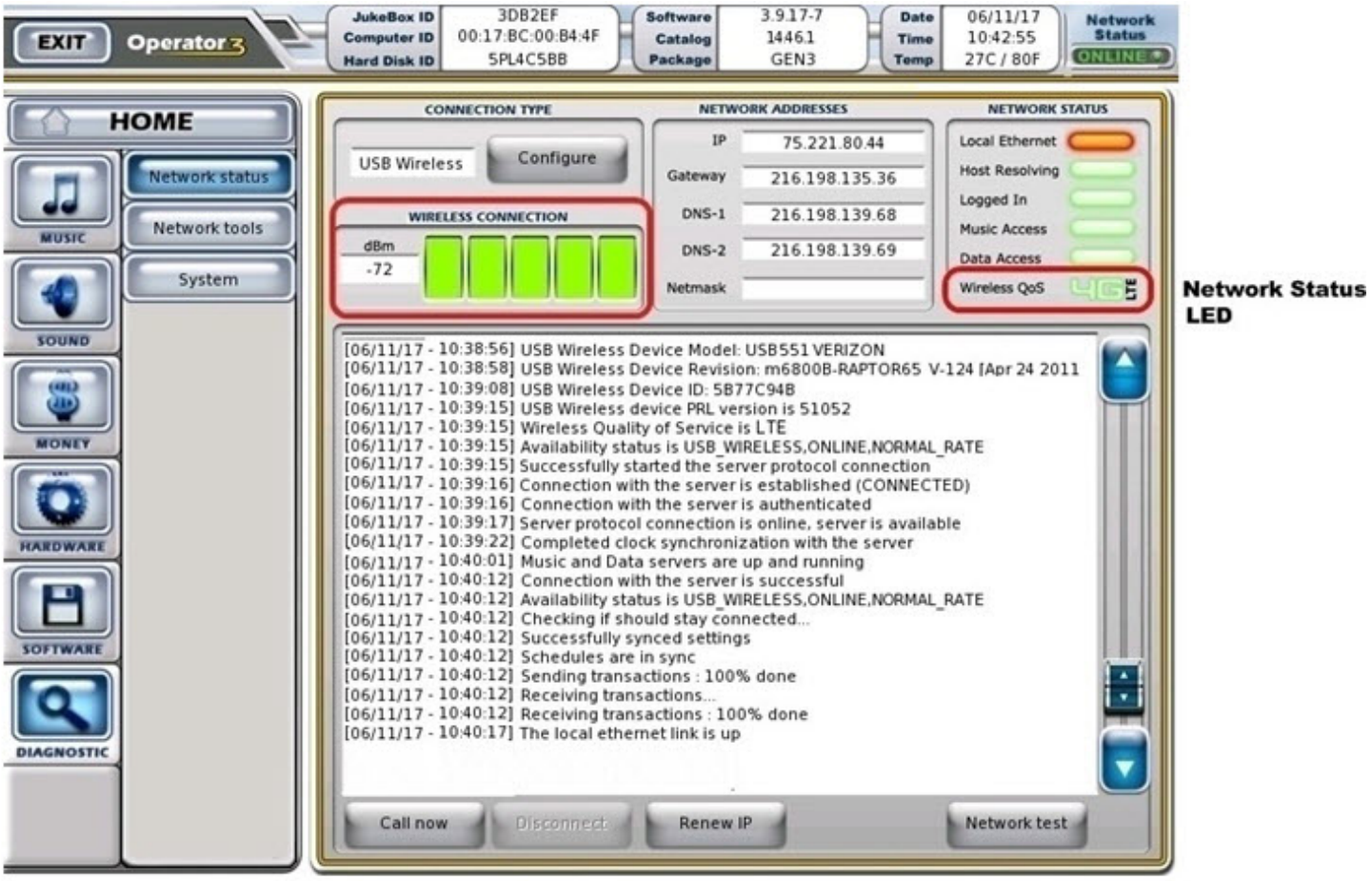


Figure 13 Evaluating the Quality of Service (QoS) from the Network Status screen

8. To improve the wireless reception, place the antenna in a location as near to a window as possible. Ideally, you should attach the antenna directly to a window using its Velcro pad. One half of the Velcro pad is stuck to the antenna and the other half has a backing that you must remove so that the pad can stick to the window.
9. Re-position the antenna as necessary so that you receive as strong and consistent a signal as possible.

NOTE	As well as the green bars, the dBm value is a valuable tool for establishing the wireless signal strength. A larger dBm value results in a better signal strength. Since the dBm value is measured in negative numbers, the closer this value is to 0, the better the signal. Thus, a value of -75 is superior to a value of -85.

10. Once the antenna is in place and providing the strongest signal you can get, route its cable outside the jukebox. Do not coil, gather, or bunch up the slack in the cable and then tie it inside the jukebox, but instead, try to spread the extra cable between the jukebox and the antenna. This will lead to better reception and performance.

Troubleshooting

This section contains tips for resolving the most common installation issues with TouchTunes Wireless Broadband:

- If your Network Status LED is red
- If your Network Status LED is black

If your Network Status LED is red

If your Network Status LED turns red after you connect the wireless modem, it indicates that your modem is connecting to the TouchTunes Wireless Broadband service, but at a Quality of Service that is below recommended. The bars for WIRELESS connection may also be reduced in number and more yellow in color.

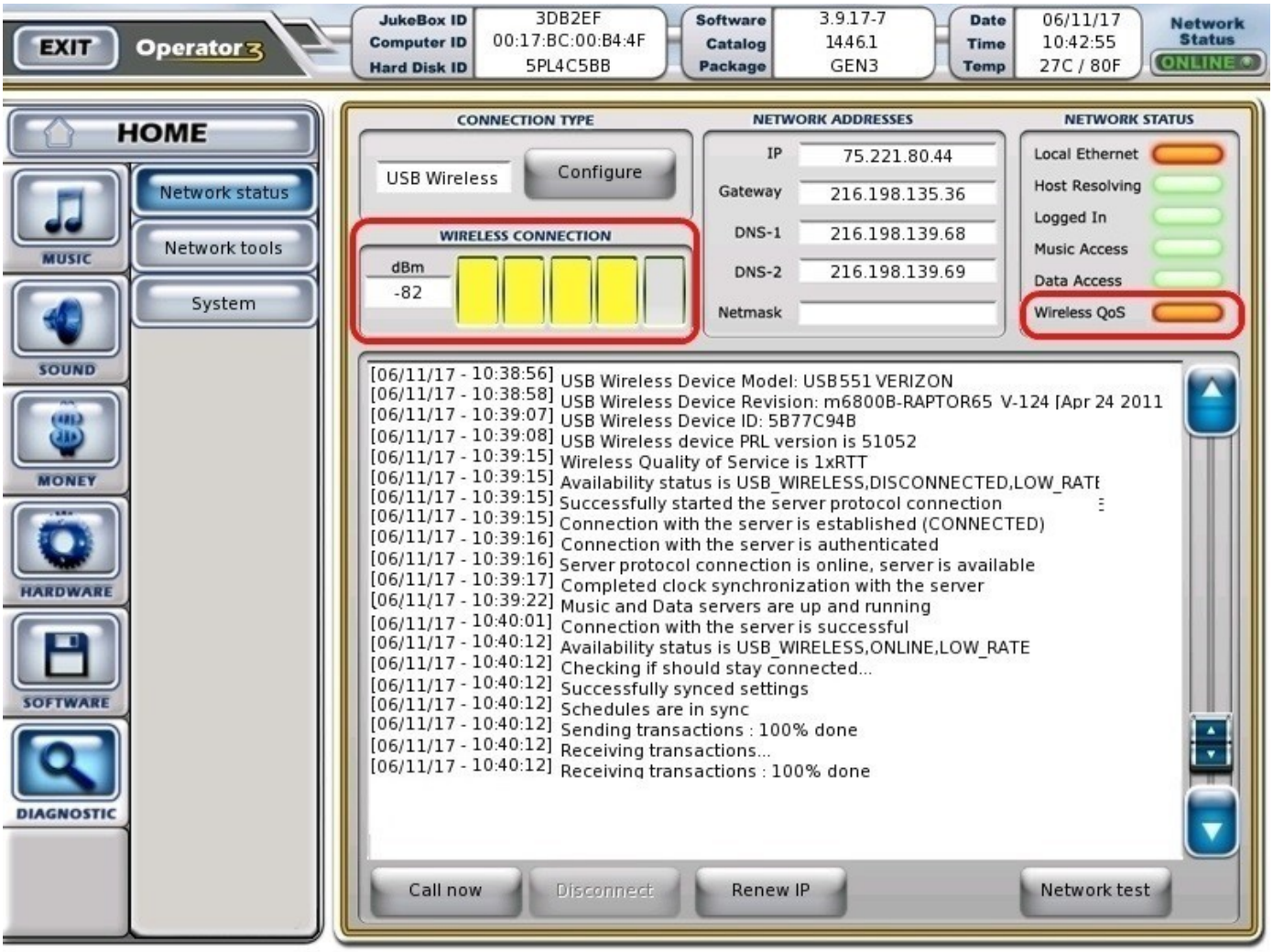


Figure 14 Lower than recommended Quality of Service

It is important to determine within the first few days of your contract whether or not the lower than recommended Quality of Service is temporary, due to a busy network, or if broadband speeds are generally not available in your area.

To improve the reception of the wireless signal, position the antenna at various positions and wait for 30 seconds in each position to see if the red LED for Wireless QoS becomes green.

If your QoS LED fails to turn green, TouchTunes recommends trying the wireless modem on a different jukebox. This will check to see if the issue is with the jukebox, the location of the modem, or the signal at the location itself.

If your Network Status LED is black

If your Network Status LED turns black after you connect the wireless modem, it indicates that your modem is not recognized by the jukebox as an officially supported TouchTunes Wireless Broadband modem. Although it is likely you are connected to your independent service provider with a high-speed connection, the jukebox cannot determine the connection speed. You can check to see for yourself if the connection speed is sufficient to operate the jukebox in broadband mode.

To measure the speed of your wireless connection on an OpenStage 2:

1. Ensure that there are no paid songs playing, or in the jukebox's play queue (if you have background music playing, make sure it is set to be interrupted by paid plays). You can skip songs by pressing the P3 button on the jukebox's remote control.
2. Search for an album that contains songs you know are not on the jukebox's hard drive (some songs may be on the hard drive even though they are not part of the jukebox's local favorites). Your best bet is to search for the least popular or least known artist you can think of. Make sure you are at a screen where you are viewing all the songs on a particular album.
3. Unplug the USB wireless modem from your jukebox to remove its connection to the Internet.
4. Queue up two songs from the album you were viewing.
5. Verify that the songs do not start playing by waiting 10-20 seconds.
6. Plug the USB modem back into your jukebox to re-establish your connection to the Internet.
7. If the first song begins playing within a few seconds, and the second begins playing immediately after the first ends, then your Internet connection is fast enough to accommodate all the high-speed functions of your jukebox.

NOTE	You can also contact TouchTunes Technical Support to conduct a speed test for you.

Contacting Technical Support

If you need help or have questions about this guide, call the TouchTunes 24/7 Service Hotline at 888-338-5853.

To help us assist you more effectively with problem reports, the following information may be required when contacting TouchTunes support:

- Jukebox model and ID
- SIM card serial number
- Operator ID
- Serial number of the component you believe to be defective
- Date/time of the problem
- Actions performed immediately before the problem occurred
- Any additional comments relevant to the problem

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